

FREQUENTLY ASKED QUESTIONS (FAQ) for DFEC PROVIDERS
CONDUENT-DOL ADJUSTMENTS CHANGES
MARCH 2010

Q: How do I request a bill adjustment due to partial payments and corrections?

A: Medical and Non-Medical providers will submit bill adjustment using a new request template, which is available on the CONDUENT-DOL Web Portal <https://owcpmed.dol.gov> under the “Forms and Links” page.

- ❖ Be sure to enter all fields on the request to ensure processing.
- ❖ Only one TCN may be requested per template. This is done to ensure a correct match in identifying which bill to adjust.
- ❖ Include a copy of your original bill with corrections or the Remittance Voucher (RV) of the original bill along with any other supporting documentation
- ❖ Mail the completed request and supporting documentation to DFEC Mailroom P.O. Box 8300 London, KY 40742-8300

Q: There is new information on my Remittance Voucher (RV) stating that I owe DOL money. What do I do next?

A: If an overpayment has occurred, the DOL will record the amount owed on your remittance voucher. You have the option to pay DOL the amount in full or to have the monies recouped with each subsequent bill submitted for the claimant until the credit balance is satisfied.

- ❖ To return the overpaid monies in full to DOL, please mail the check to DFEC Mailroom P.O. Box 8300 London, KY 40742-8300. Please include your Conduent provider number on the check.

Q: How do I know the total amount I owe to DOL?

A: Check your RV for the “Ending Credit Balance Payable to Dept. of Labor” field. This field will confirm the total amount owed to DOL

- ❖ If you bill for services paid by more than one DOL District Office, please refer to the RV for each District
- ❖ You may also contact the Conduent call center at (844) 493-1966 Monday -Friday 8 a.m. to 8 p.m. EST

Q: Why do I receive payment if I owe DOL money due to a debt on file?

A: The FECA Program assigns a credit balance based on the claimant. Future recoupments will occur on bills submitted for that particular claimant. If you treat other DOL FECA claimants without a debt on file for their bills, you will receive payment for those services.

Q: I never received payment for services billed, although my RV shows that payment was remitted. What do I do next?

A: Please allow 45 days from the paid date for payment to be received. If 45 days from the paid date have passed, please contact the Conduent Call Center to request a check trace and verify your mailing address or EFT information. You may also request information regarding the benefits of EFT if you still receive paper checks.